

KRISHNA KUMAR SINGH

Hospitality Professional



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20 years of experience in Operations, Supervision & Management in the hospitality sector. Experienced in planning, supervising and managing the entire Hotels, Rooms Division, Restaurants & Catering operations including new setups, resource planning, procurement and maintenance of inventory levels for smooth functioning of the department. Proven trackrecord of developing service standards and operating procedures (SOP). Planning & implementing effective control measures to reduce running costs of the department. Proven skills in effectively managing several high-profile guests such as Indian Ambassadors, Middle East Royal Families and Governor etc.

My management style is based on the belief that the difference between a profitable operation and a marginal one is the ability to control cost including payroll cost same time, through well-trained staff.

Specialties:

Extensive experience in Hotel Operations, Food & Beverages / Rooms Division / Marketing, Team building & ability to work in a multicultural environment.



Skills

Fidelio, Micros Billing, MS word, MS Excel, PowerPoint, Internet & E-mail

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Excellent

Budgets, Business plan, Relationship building, Business development

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Excellent

Recruiting, Inventory, Organizing

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Excellent



Work History

2022-09 – Present

Operation Manager (Multiple Operation)

Imperial Plaza Hotel & Grand Hotel Juba, South Sudan.

- Responsible for the day-to-day operation of the Multiple Hotels and directly accountable for planning, organizing and directing all services.
- Followed quality standards and procedures to minimize errors and maximize customer satisfaction.

2020-12 – 2022-09

General Manager (Club, Restaurants & Guest House)

The United Club- premium Club by TATA GROUP.

- Overseeing the operational functions of the Club and Guest House operations.
- Ensure full compliance to Club & Guest House operating controls, SOPs, policies, procedures and service standards.
- Leads all key property issues including capital projects, customer service and refurbishment.

2017-08 – 2020-12

General Manager (Multiple Operations)

The Citi Inn Hotel, Independent Restaurants, Catering Units.

- Overseeing the operational functions of the hotel and other operations, as per the Organizational chart.
- Ensure full compliance to hotel, independent restaurant & catering operating controls, SOPs, policies, procedures and service standards.
- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.

2016-07 - 2017-07

Operation Manager (Multiple Hotels & Restaurants Units)

(Haffa House Hotel & Samaram Tourist village) Shanfari Group of Hotels Oman, Salalah, Oman.

- Responsible for the day-to-day operation of the Multiple Hotels and directly accountable for planning, organizing and directing all services.
- Followed quality standards and procedures to minimize errors and maximize customer satisfaction.

2012-05 - 2016-06

General Manager Operations (Multiple Operations)

The Citi Inn Hotel, Restaurants & Catering Units Jamshedpur, Jharkhand.

- Responsible for the day-to-day operation of all operations and directly accountable for planning, organizing and directing all services.
- Organized budgets oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans.

2011-08 - 2012-04

Assistant Director of Food & Beverage (Multiple Operations)

The Citi Inn Hotel, Restaurants & Catering Units Jamshedpur, Jharkhand.

- Responsible for the day-to-day F&B operation of all units and directly accountable for planning, organizing and directing all services.
- Coordinating with Sales and Marketing for promoting and marketing.

- Managing budgets and financial plans in coordination with the financial controller.
- Setting and achieving sales and profit targets.
- Ensuring safety/security is effective.
- Carrying out inspections of property and services.
- Ensuring compliance with licensing laws, health and safety and other statutory regulations.

2008-08 - 2011-07

Sr. Food & Beverage Manager

Best Western Juffair Hotel Bahrain Unit Of Dadabhai Hotels, Juffair, Bahrain.

- To plan and execute the activities of departments to ensure adherence to the standards, policies and procedures of Best Western Juffair Hotel Bahrain.
- To strive to achieve optimum operating results while providing guests with the highest level of service and satisfaction.
- Motivate and develop staff to ensure smooth functioning of the department and promote teamwork.
- Provide effective support to the team to enable them to provide a range of effective and efficient services.
- Responsible for the formulation of yearly business plan and budget of F&B division and maintaining the same within established guidelines and analyze monthly variances.
- Assist General Manager in any area as and when required.

2006-07 - 2008-07

Operation Manager Food & Beverage

Best Western HAWAR RESORT BAHRAIN Unit Of Dadabhai Hotels, Hawar, Bahrain.

- To function as a Business Manager for the hotel and an Operations Specialist for the Food & Beverage Department, to ensure the various outlets, In-room dining, and Banquets operate successfully and are individually profitable in accordance with the standards of the hotel.
- Evaluated upcoming program plans to forecast expected resource needs.
- Identified and resolved unauthorized, unsafe, or ineffective practices by inspecting production areas regularly.
- Implemented policies and standard operating procedures for continuous improvement.

2004-12 - 2006-07

Restaurant Manager

SHERATON HOTEL KUWAIT, Kuwait City, Kuwait.

- Responsible for the day-to-day operation, accountable for planning, organizing and directing all services of outlet assigned.
- Prepared for and executed new menu implementations.
- Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.

- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Spearheaded regular maintenance and repair operations to keep building and equipment in peak condition.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.

2004-02 - 2004-12

Sr. Captain Restaurants & Banquets Operation

INTERCONTINENTAL THE GRAND RESORT, CANACONA, GOA.

- Taking order and serving.
- Responsible for daily, weekly and monthly inventory.
- Involved in providing personalized guest service.
- Handling guest complaints and problems.
- Preparing Duty Roster for Food & Beverage (Service) Staff.
- Interacted with team members, encouraging each to be outgoing and offer excellent service to customers.

2002-09 - 2004-02

Captain Banquets & Catering Operation (Pre-opening Team)

RADISSON WHITE SANDS RESORT, GOA, Goa.

- Involved in providing personalized guest service.
- Handling guest complaints and problems.
- Responsible for requisitioning of stationary via MMS (Materials Management Systems), preparing month-end reports.
- Handled Banquet Parties & Conferences including preparation of Action Plans & Function Prospectus for events.
- Handled Billing via MICROS Systems.
- Assisted all Food & Beverage outlets - Coffee shop, Specialty Restaurants, Bars, Room Service, in their operations by providing the different styles of Service.
- Preparing Duty Roster for Food & Beverage (Service) Staff.

2001-06 - 2001-12

Industrial Trainee (F&B Service)

HOTEL HELVITIE SWITZERLAND, MONTREUX, SWITZERLAND.

- Banqueting Service.
- Table d'hôte Service / A la carte Service.
- Setting up different styles of Buffet.
- Cashiering.

1999-05 - 1999-09

Industrial Trainee

HOTEL PARK ROYAL (Intercontinental Park Royal), NEW DELHI, Delhi.

- Training in all departments within the Hotel.



Education

- 2020 - **Masters In Digital Marketing (Pursuing)**
Kallada Acadamy – Bangalore.
- 2001 - 2002 **Bachelor of Science: International Hotel Management**
GLION HOTEL SCHOOL – Montreux, Switzerland.
- 1998 - 2001 **Swiss Asian Diploma In Hotel Administration**
MERIT SWISS ASIAN SCHOOL OF HOTEL Management– Ooty.
- 1998 – 2001 **THE AMERICAN HOTEL & LODGING EDUCATIONAL INSTITUTE (AHLEI)-Lansing, USA.**
Tourism & Hospitality Industry.
Convention Management & Services.
Management of Food and Beverage Operation.
Supervision in the Hospitality Industry.
Managing Front Office Operation.



Education Certificate

- 2020 - 2020 **e Hotelier Academy:** 45 Hume Street Crows Nest, NSW 2065 Australia.
 - **COVID-19 (Coronavirus) Awareness**
- 2020 - 2020 **Conducted By Medaversity Partnership with NATHELTH & FICCI:** Hyderabad.
 - **COVID-19 Awareness & Management**
- 2020 - 2020 **AMITY FUTURE ACADEMY:** Amity Rd, Sector 125, Noida, Uttar Pradesh 201313.
 - **Business Analytics & Intelligence**
 - **Digital Marketing Strategies**
 - **Content Marketing**
 - **Machine Learning & Artificial Intelligence**
 - **Blockchain Technology & Management**
- 2020 - 2020 **Salyor Academy:** Washington, DC 20009, United States.
 - **Management Leadership**
- 2020 - 2020 **Alison:** Galway Technology Park, Parkmore, Galway H91 E309, Ireland.
 - **Food Safety & Hygiene In The Catering Industry**
- 2020 - 2020 **Aveta Business Institute:** Cranberry Twp, PA 16066, United States.
 - **Six Sigma White Belt.**
- 2020 - 2020 **Six Sigma Study (VMedu):** Indian School Road, Suite F-112, Avondale, AZ.
 - **Six Sigma Yellow Belt**
 - **Marketing Research Fundamentals**



Languages

Well Versed with English, Hindi, and basic French.

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Native



Certifications

Leading The Four Points by Sheraton Culture (Service Culture Training) by Four Points Kuwait, 2006.

The Four Points by Sheraton Experience (Service Culture Training) by Four Points Kuwait, 2006.

The Four Points by Sheraton Brand (Service Culture Training) by Four Points Kuwait, 2006.

Property Service Culture Trainer by Four Points Kuwait, 2006.

Certified in Culture & Language Exchange Program in French, 2000.

Certificate of Coffee Seminar by STARBUCKS CAFE Kuwait 2006.



Accomplishments

- **Letter of appreciation by Glion Group (Our College in Switzerland) by organizing an event for our opening of a new residence in Buile campus (2002).**
- **Letter of appreciation by Radisson White Sand Resort Goa for hand the busiest peak season banquets successfully with minimum manpower. (2004).**
- **Certificate of Recognition in Medical First Aid programmer by Industrial Petroleum training service Bahrain (2006).**